

ACT Program Manager Interview Questions
1=unacceptable 5 =outstanding

1. Describe your experience working with individuals who have co-occurring disorders of chemical dependency and mental illness.

1 2 3 4 5

2. Describe your management and supervisory experience.

1 2 3 4 5

3. Describe any experience you've had with programmatic design and implementation.

1 2 3 4 5

4. Describe your approach and philosophy of working with individuals affected by chemical dependency and/or mental illness.

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5. What is your understanding of the following terms?

- ☐ Recovery
- ☐ Psychiatric Rehabilitation
- ☐ Client Centered Services
- ☐ Strengths-based approach
- ☐ Motivational Interviewing

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6. Tell us about any experiences you have had working collaboratively with other agencies?

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7. How would you approach resolving any tensions/conflicts between differing parties?

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8. The approach that this program will use involves a shared case load by a multi-disciplinary team including a psychiatric nurse practitioner, qualified mental health professional case managers and peer specialists. The majority of services are to be provided in the client's community as opposed to the office and each team member shares equal responsibility for providing support to clients. What advantages do you see to this approach?

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9. What obstacles might present themselves using this approach?

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10. How would you assess training needs of your staff? How would you assure implementation of training content provided to you and your team?

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11. You're working with an individual who is actively using crack and is refusing to take prescribed psychiatric medications. How would you work with this situation?

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12. A client is being verbally assaultive to your staff and has recently trashed their apartment, resulting in an eviction notice. How would you proceed?

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13. A client reports in their treatment planning/ goals setting that they want to be president of the United States. How do you respond?

1 2 3 4 5

14. Do you have a valid driver's license? Are you willing to transport clients in your car?

15. Are you willing to work some evenings and weekends and carry a pager 24/7?